



AHCCCS Information for Applicants

What services does AHCCCS Health Insurance cover?

Covered Medical Services		
Doctor's Visits* Specialist Care Hospital Services Emergency Care Pregnancy Care Surgery**	Immunizations (shots) Family Planning Lab and X-rays Prescriptions Dialysis Annual Well Women Exams**	Transportation to Doctor** Glasses** Vision Exams** Dental Services** Hearing Exams** Hearing Aids** Behavioral Health**
*Wellness visits for people age 21 and over are not covered. **Coverage of these services may be limited depending on the service requested, your age or the program.		

What does AHCCCS Health Insurance cost you?

Premiums

Most people do not have to pay a monthly premium for AHCCCS Health Insurance. Some people with income too high to qualify for AHCCCS Health Insurance with no monthly premium may be able to get it by paying a monthly premium. If you have to pay a premium, the premium amounts are:

- \$10 - \$70 per household for all children.
- \$10 - \$35 per person for employed people with disabilities.

Native Americans and Alaskan Natives

Per federal law, Native Americans enrolled with a federally recognized tribe and certain Alaskan Natives do not have to pay a KidsCare premium. To get KidsCare at no cost, you must give us proof of tribal enrollment.

Co-payments

A co-payment is the amount you pay a health care provider when you receive a medical service. Your co-payment amount will vary depending on which AHCCCS program you are enrolled in and the services you need. For some AHCCCS programs, the provider can deny services if the co-payments are not made. Co-payments for services are:

- \$2.30 to \$10.00 for prescriptions
- \$0 to \$30.00 for non-emergency use of an emergency room
- \$3.40 to \$5.00 for outpatient visits for evaluation and management services including doctors office visits
- \$2.30 to \$3.00 for physical, occupational or speech therapy

The following persons are never asked to pay co-payments:

- Children under age 19
- People determined to be Seriously Mentally Ill (SMI) by the Arizona Department of Health Services
- Individuals up through age 20 eligible to receive services from the Children's Rehabilitative Services (CRS) program
- People who are in nursing homes, residential facilities such as an Assisted Living Home or who receive Home and Community Based Services such as attendant care or a visiting nurse
- People who receive hospice care

In addition, co-payments are never charged for the following services for anyone:

- Hospitalizations
- Emergency services
- Family Planning services and supplies
- Pregnancy related health care including tobacco cessation treatment for pregnant women
- Services paid for on a fee for service basis

Remember to report any changes in income because this may change your co-payment amount.

How does AHCCCS Health Insurance work?

If you are approved for AHCCCS Health Insurance, you will receive your health care from an AHCCCS Health Plan unless:

- You are Native American and you choose American Indian Health Program as your health plan;
- You are just asking for help with your Medicare costs. If you are approved for one of the Medicare Cost Sharing programs, AHCCCS may pay your Medicare premiums and Medicare coinsurance and deductibles, or
- AHCCCS can only pay for your emergency services because of your status with the Bureau of Citizenship and Immigration Services. If you are approved for emergency services only, you may receive medical services from any provider (doctor, hospital, etc.) that has an agreement to bill AHCCCS for covered emergency services.

How Does a Health Plan Work?

- The health plan works with the health care providers (doctors, hospitals, pharmacies, etc.) to provide all AHCCCS covered services.
- The health plan will send you a member handbook once you are enrolled.
- You can call the health plan if you have any questions about your benefits or services or if you need an accommodation because of a disability or interpreter services. The phone number for your health plan's member or customer services can be found on your AHCCCS ID Card and in your Member Handbook.

Your Primary Doctor and Specialists

- You must choose your primary doctor or one will be assigned to you.
- Once enrolled, you will get a list of primary doctors in your area from the health plan.
- Your primary doctor will:
 - Take care of your health care.
 - Be the first person you go to for non-emergency medical care.
 - Be responsible for authorizing your non-emergency medical services.
 - Send you to a specialist when needed.
- You have the right to change your primary doctor at any time by calling your Health Plan's member or customer services.

How Can I Get Behavioral Health Services?

- You can go through your primary doctor, or
- Call the behavioral health telephone number on your AHCCCS ID Card.

What if I Have Medicare or Other Health Insurance?

- Be sure to tell your health plan that you have Medicare or any other health insurance.
- If your doctor does not contract with your AHCCCS health plan, your doctor must call the AHCCCS health plan to coordinate care or you may be responsible for any Medicare or other health insurance co-payments or deductibles.
- If you are in an HMO, you should pick a primary doctor who works with both your HMO and your AHCCCS health plan.
- If you have Medicare, your prescription coverage under AHCCCS is limited. If you have questions about prescriptions, call 1-800-MEDICARE (633-4227), or your AHCCCS health plan.

Your AHCCCS ID Card

- Your AHCCCS ID Card has your unique AHCCCS ID number.
- Show the card when you get medical care (you may need to show a picture ID as well).
- Doctors, hospitals and pharmacists use your AHCCCS ID Card to obtain faster verification of your eligibility.
- Keep your AHCCCS ID Card with you at all times.
- Keep your AHCCCS ID Card in a safe place.
- Do not let anyone else use your AHCCCS ID Card or you may be prosecuted.

How To Choose a Health Plan

YOU NEED TO CHOOSE A HEALTH PLAN THAT SERVES YOUR COUNTY.

- All AHCCCS health plans provide the same covered medical services.
- Review the health plans for your county listed below. Native Americans may choose American Indian Health Program or an AHCCCS Health Plan.
- Before choosing, check with your doctor, pharmacy or hospital, to see if they contract with (work with) the plan that you want. If you want more information about the doctors, specialists or hospitals that contract with a health plan that serves your county, call the number listed below for the health plan or ask your Eligibility Specialist for the health plan's list of health care providers.
- If you do not choose a health plan, one will be assigned to you. If you have been enrolled in an AHCCCS health plan within the past 90 days, you may be enrolled with your previous health plan.

APACHE COUNTY

Phoenix Health Plan 1-800-747-7997
 Health Choice Arizona 1-800-322-8670
 American Indian Health Program 928-729-8000

If your zip code is 85943, you must choose from among the health plans listed under Navajo County.

COCHISE COUNTY

University Family Care 1-800-582-8686
 Mercy Care Plan 1-800-624-3879
 American Indian Health Program 520-295-2479

COCONINO COUNTY

Phoenix Health Plan 1-800-747-7997
 Health Choice Arizona 1-800-322-8670
 American Indian Health Program 928-283-2501

If your zip code is 86336 or 86340, you must choose from among the health plans listed under Yavapai County.

GILA COUNTY

Phoenix Health Plan 1-800-747-7997
 University Family Care 1-800-582-8686
 American Indian Health Program 928-475-2371

GRAHAM COUNTY

University Family Care 1-800-582-8686
 Mercy Care Plan 1-800-624-3879
 American Indian Health Program 928-475-2686

If your zip code is 85643, you must choose from among the health plans listed under Cochise County.

GREENLEE COUNTY

University Family Care 1-800-582-8686
 Mercy Care Plan 1-800-624-3879
 American Indian Health Program 928-475-2371

LA PAZ COUNTY

Arizona Physicians, IPA 1-800-348-4058
 Health Choice Arizona 1-800-322-8670
 American Indian Health Program 928-669-2137

MARICOPA COUNTY

Phoenix Health Plan 1-800-747-7997
 Care 1st 1-866-560-4042
 Health Choice Arizona 1-800-322-8670
 Arizona Physicians, IPA 1-800-348-4058
 Mercy Care Plan 1-800-624-3879
 Maricopa Health Plan 1-800-582-8686
 American Indian Health Program 602-263-1200

MOHAVE COUNTY

Phoenix Health Plan 1-800-747-7997
 Health Choice Arizona 1-800-322-8670
 American Indian Health Program 928-769-2900

NAVAJO COUNTY

Phoenix Health Plan 1-800-747-7997
 Health Choice Arizona 1-800-322-8670
 American Indian Health Program 928-338-4911

PIMA COUNTY

Arizona Physicians, IPA 1-800-348-4058
 Health Choice Arizona 1-800-322-8670
 Mercy Care Plan 1-800-624-3879
 Phoenix Health Plan 1-800-747-7997

University Family Care 1-800-582-8686
 American Indian Health Program 520-295-2479

If your zip code is 85645, you must choose from among the health plans listed under Santa Cruz County.

PINAL COUNTY

Phoenix Health Plan 1-800-747-7997
 University Family Care 1-800-582-8686
 American Indian Health Program 520-562-3321

If your zip code is 85242 or 85220, you must choose from among the health plans listed under Maricopa County. If your zip code is 85292 you must choose from among the health plans listed under Gila County.

SANTA CRUZ COUNTY

University Family Care 1-800-582-8686
 Health Choice Arizona 1-800-322-8670
 Indian Health Service 520-295-2479

YAVAPAI COUNTY

Phoenix Health Plan 1-800-747-7997
 Bridgeway 1-866-475-3129
 Indian Health Service 602-263-1200

If your zip code is 85342, 85358 or 85390, you must choose from among the health plans listed under Maricopa County. If your zip code is 86351 you must choose from among the health plans listed under Coconino County.

YUMA COUNTY

Arizona Physicians, IPA 1-800-348-4058
 Health Choice Arizona 1-800-322-8670
 Indian Health Service 760-572-4100

IMPORTANT

When you have chosen a health plan you can either:

- Give your choice to your eligibility specialist, **OR**
- Call AHCCCS to pre-enroll. From area codes 480, 602 or 623 call (602) 417-7100 or from area codes 520 or 928 call 1-800-334-5283.

When you call to pre-enroll, you will need to give the following information:

- Name
- Sex (male or female)
- Date of birth, and
- Social Security Number of all the individuals for whom you applied.

If you have any questions about enrolling with an AHCCCS health plan, need an interpreter, or if you are visually or hearing impaired and need special accommodations to choose a health plan or to understand the information, from area codes 480, 602 or 623 call (602) 417-7100 or TDD (602) 417-4191 or from area codes 520 or 928 call toll free at 1-800-334-5283 or TDD 1-800-826-5140.